

June 2017 New Employee Training / Refresher Training		
Date	Region	Location
June 5-6	Middle	Tennessee Tower Tennessee Room 1
June 13-14	West	Tennessee College of Applied Technology 2468 Technology Center Dr. Jackson, TN 38301
June 28-29	East	Tennessee College of Applied Technology 1100 Liberty St, Knoxville, TN 37919

DATE	TIME	COURSE	HRS	LOCATION	TRAINER
Day 1	9:00 – 12:00	Get S.M.A.R.T.er (Please see below for required attendees)	3.0		Spears
	12:00 – 1:00	Lunch			
	1:00 – 4:30	Respectful Workplace	3.5		Spears
Day 2	8:00 – 11:30	G.R.E.A.T. Customer Service	3.5		Spears
	11:30 – 12:30	Lunch			
	12:30 – 2:30	S.T.A.R. Principles	2.0		Spears
	2:30-3:30	TCRS: Retire Ready (Non-Mandatory)	1.0		TCRS Reps

Note: All employees must complete the online S.T.A.R. Principles of Great Customer Service prior to attending. The course is approximately 15 minutes long and may be found in the Edison Learning Management System.

The Following Supervisors are required to attend Day 1 Get S.M.A.R.T.er:

Christina Grill
Michael Knowles
James Lindsey
Travis Murphy
Michael Rivera
Matthew Van Epps